

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Research Integrations Inc.

Arizona Manufacturing Extension Partnership

Funding a Change at Research Integrations Inc.

Client Profile:

Research Integration, founded in 1995, identifies and develops products to make scientific and technical information usable by the people who need it, for a variety of applications. The information provided assists its clients in facilitating effective outcomes or performance. Research Integrations offers a Job Aid product as well as Custom Designed Human Factor evaluations and training. Some examples of the variety of its areas of focus include the development of surveys and questionnaires, websites, airplane flight decks, and pilot training. Research Integrations' team of 13 scientists, information technology developers, and managers operate from the company's facility in Tempe, Arizona.

Situation:

Dr. Beth Lyall founded Research Integrations to develop and apply design principles which enhance human performance in simple complex task environments in the work process. The company was going through a monumental transition from being service oriented to product based. It had created a software tool and now had to develop it into a product. Further, there were many related issues that needed to be addressed during this transition. Research Integrations was introduced to the Arizona MEP, a NIST MEP network affiliate, while working on another project and once again contacted the Arizona MEP for assistance.

Solution:

Arizona MEP arranged for a group of professionals to do a Technical Skills Training Assessment at Research Integrations to help them identify their specific needs and objectives and to make suggestions on actions they could pursue to achieve their product development goals. The assessment team included industry experts from outside resources and members of the Arizona MEP staff. After the four-day assessment was completed, Research Integrations was provided with a report of their findings and recommendations to guide them as they moved forward. The company utilized a H1-B Northern Arizona Council of Governments (NACOG) grant to fund the assessment and was also able to secure additional grants as they proceeded with the recommended training.

Results:

- * Awarded additional H1B grants totaling over \$70,000.
- * Hired third party consultants to set up training and perform market analysis.
- * Funded higher-level education degrees for 2 employees.

Testimonial:

"Arizona MEP is an exceptionally valuable resource for companies. We were extremely pleased and thankful for the opportunity to obtain grant money and for Arizona MEP's assistance in helping us do

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so. Our company would not have been able to tackle this monumental change without their financial help in supporting this transition. We especially appreciated Linda Mathews, our Arizona MEP Project Manager, for her understanding of the issues involved and her timely responsiveness in answering our questions. Her assistance with the company's Workforce Development Plan in the accuracy of reporting and in meeting reporting deadlines was very helpful. As Research Integrations continues its progress, we look forward to deepening our relationship with MEP and the further opportunities for additional grant money that will help us find solutions to the company's challenges. The Arizona MEP is an exceptionally valuable resource for companies like ours in guiding business development."

Sarah Harron, Human Resources Manager